



TaxSlayer Gator Bowl/Gator Bowl Sports INTERNSHIP PROGRAM OVERVIEW

Gator Bowl Sports is a 501(c)(3) non-profit organization and the parent company of the TaxSlayer Gator Bowl and Gator Bowl Charities. The organization hosts a variety of events throughout the year highlighted by a post-season college football game between the ACC and SEC Conferences played in Jacksonville, Florida.

Gator Bowl Sports is currently seeking candidates to fill internship positions for the 2023-2024 college football season. Five (5) full-time fall interns are hired annually; each intern is assigned to a specific concentration area but will be involved in other aspects of the organization to gain broader experience in the industry while also supporting the overall goals of the organization.

GENERAL INTERNSHIP INFORMATION:

- Internship Dates: Approximately August 7, 2023 – January 5, 2024 (NOTE: Dates may change once TaxSlayer Gator Bowl game date is announced this spring)
- Internship Hours: Monday – Friday 9:00 AM – 5:00 PM (minimum 30-minute lunch break) Evenings, weekends, and holidays as necessary (with other adjustments to schedule as needed to maintain 40 hours/week maximum unless pre-approved in writing by Gator Bowl management)
- Vacation: Each intern will receive three (3) days of paid time off that he or she can use during the internship. Please note, paid time off must be approved by supervisor in advance and cannot be used from November 30th through January 5th. Interns will also receive paid time off for office holidays including Labor Day, Thanksgiving Day, ½ day on Christmas Eve, and Christmas Day.
- Internship Location: TIAA Bank Field – Jacksonville, Florida (In-Person Required)
- Attire: Business Casual
- Compensation: All TaxSlayer Gator Bowl interns will receive a stipend of \$480 per week paid out on the 15th and last day of each month. *Please Note: Housing is not provided by Gator Bowl Sports.*

GENERAL INTERNSHIP REQUIREMENTS:

- Able to commit to working 40 hours per week -- extended hours & weekends may be required at times.
- Should possess or be working towards an undergraduate degree or Master's degree.
- Ability to work well individually & as a team member in a fast-paced work environment.
- Must be able to handle pressure and take initiative.
- High attention to detail and the ability to organize and complete a diverse set of tasks in a timely manner.
- Strong customer service skills, verbal and written communication skills, and organizational skills
- Strong working knowledge of Microsoft Word, Excel, Power Point and other applicable computer programs.
- Ability to lift 30 pounds, have a valid driver's license, and dependable transportation
- Knowledge of college football and the bowl system is helpful, but not required.

APPLICANT GUIDELINES:

- Interested candidates can apply by submitting their cover letter, resume and references
- Cover letters should include answers to the following questions:
 - Which internship concentration(s) you are interested in
 - If you will be using this internship for class credit (also if you have any academic obligations during this internship – classes, projects, assessments, etc.)
 - Why you feel like you're the best candidate for an internship with Gator Bowl Sports.
- All applications must be submitted no later than April 30, 2023.
- Candidates should not contact the Gator Bowl Sports office for initial status updates
- The Internship Selection Process consists of three period -- Resume Evaluation Period, Zoom Interview Period and Final Interview Period (in-person preferred but can be conducted remotely).
- Final Selection is targeted for June 1, but please note this could be extended depending on number of applicants/schedules.

2023 AVAILABLE INTERNSHIPS:

EVENTS & HOSPITALITY INTERNSHIP – The Events & Hospitality Intern will assist the Director of Events & Operations with all Gator Bowl Sports events, as well as game week hospitality and operations. Tasks will include, but are not limited to:

- Assisting in the planning and execution of all Gator Bowl Sports Member Socials (September, October, November)
- Overseeing and executing the TaxSlayer Gator Bowl Green Jacket Holiday Party
- Assisting with the Little Gator Bowl, Greater Jacksonville Pop Warner Championship
- Coordinating game week public event planning and execution – Pep Rallies, Fan Fest and 5K Run
- Supporting private game day events – Chairman’s Reception & Touchdown Party
- Serving as lead with other interns on Young Professional events throughout the fall
- Coordinating with Membership & Volunteer Intern on Volunteer Needs
- Managing and implementing TaxSlayer Gator Bowl Hospitality Program
- Overseeing Team Hospitality Suites
- Scheduling Hospitality Suite Vendors
- Creating Hospitality Handbook
- Additional General Administrative Office Tasks

MARKETING & COMMUNITY RELATIONS INTERNSHIP – The Marketing & Community Relations Intern will assist the Marketing/Community Relations team with a variety of tasks including, but not limited to:

- Assisting in the management and execution of all Gator Bowl Charities programs including: Dream Team, Send a Child to the Game, Most Valuable Teacher Program, Scholarship Program and more.
- Managing community marketing programs including the school fundraising program, military program, etc.
- Serving as the lead for annual Send a Child to the Game program
- Assisting in filling donation requests, speaker’s bureau and mascot appearances
- Assisting with creating content for the Bowl’s website, social media accounts and weekly e-mail newsletter
- Assisting with TaxSlayer Gator Bowl on-field recognitions
- Overseeing Fan Experience Booths and THE PATCH program during game week
- Researching, ordering and managing inventory of promotional items
- Additional General Administrative Office Tasks

Additional Required Skills:

- Basic Photo/Video Skills
- Social Media Skills
- Excellent Customer Service Skills/People Person

MARKETING & CREATIVE SERVICES INTERNSHIP – The Marketing & Creative Service Intern will assist the Marketing Team with a variety of tasks including, but not limited to:

- Creating and designing content for the Bowl's website, social media accounts and weekly e-mail newsletter
- Assisting in the development of plans for advertising, marketing communications, grass roots promotions, in-game entertainment, event management, game day activations and more
- Creating and managing weekly President's Message e-newsletter including video from CEO, College Football Pick Em Contest, etc.
- Designing and assisting with production of event tickets, invitations, and signage for various events
- Assisting website maintenance and content updates as needed
- Routinely monitoring social channels, responding to fans
- Working with advertising partners to coordinate advertising campaigns – TV, Radio, Digital
- Assisting with production, shooting and release of video segments.
- Additional General Administrative Office Tasks

Additional Required Skills:

- Strong design skills and proficiency in Adobe Creative Suite or Canva
- Basic Photography/Video Skills
- Experience writing copy for social, email & web platforms
- Website Experience (Preferred, not Required)

MEMBER & VOLUNTEER RELATIONS INTERNSHIP – The Member & Volunteer Intern will assist with all levels of Gator Bowl Sports Membership from Corporate Partners to Green Jacket Members to Volunteers. Tasks will include, but are not limited to:

- Maintaining and organizing corporate partner files, contracts and contact information
- Assisting with all aspects of Corporate Partnership fulfillment, including gathering and maintaining updated headshots and logos for Corporate Partners for use on website and various printed materials
- Working with the Marketing Department to ensure sponsorship elements are fulfilled in a timely manner,
- Ensuring excellence in customer service for all levels of membership
- Assisting with entering and ensuring accuracy of member data in CRM

- Updating the Membership Directory to reflect 2023-24 Membership year
- Assisting with all aspects of the Gator Bowl Sports Young Professionals group and events
- Coordinate with Events & Hospitality Intern on Volunteer Needs
- Managing and implementing the 2023 Volunteer sign-up database
- Preparing correspondence for all Volunteers to include all relevant information
- Coordinating with Volunteer Captains/Staff in managing their respective events and Volunteers
- Preparing and updating the Volunteer Handbook and Event Fact Sheets
- Planning and preparing the Volunteer Packet Pick-up event
- Additional General Administrative Office Tasks

TICKET SALES & SERVICE INTERNSHIP - The Ticket Sales & Service Intern will serve assist the Ticket Sales & Service Manager with all aspects of ticketing in the TaxSlayer Gator Bowl office. Tasks will include, but are not limited to:

- Learning and using Ticketmaster's Archtics platform efficiently
- Answering phone calls on the Ticketing phone line and e-mails in the Ticketing inbox and responding promptly to both
- Ensuring accounts are up to date by tracking receivables and processing payments in Archtics Ticketing Software
- Creating invoices as needed for tickets, as well as membership fees
- Assisting in ticket fulfillment of individual buyers and members
- Working with the Membership Team to execute ticket & hospitality packages for all corporate partners
- Generating ticket reports for staff members as needed
- Creating Accounts Receivable Report for Chief Financial Officer and Weekly Sales Meetings
- Pulling Committee Member Sales Report Weekly for Membership Team
- Providing Customer Service Support for Mobile Ticketing Issues
- Managing Will Call throughout Game Week and Game Day
- Booking check deposits into the Ticketing System
- Additional General Administrative Office Tasks

Additional Skills:

- Knowledge of Ticketing System (Archtics Preferred)
- Excellent Customer Service Skills
- Knowledge of Mobile Ticketing
- At least one (1) year experience in a collegiate or professional ticket office (Preferred, not Required)